

Wisconsin Public Library Consortium

Delivery Workgroup Notes

October 3rd, 2025, at 9:00 am

**Location: Neenah Public Library (240 E Wisconsin Ave, Neenah, WI 54956)
and by Zoom***

ATTENDEES: Corey Baumann (SCLS), Marcy Cannon (WLS), Katlyn Dubiel (IFLS), Katherine Elchert (NWLS), Trish Federer (MLS), Holly Handt (NFLS), Kristi Helmkamp (KCLS), Steve Hesel (MCFLS), Brittany Larson (BLS), Jen Bernetske for Angela Noel (SWLS), Joy Pohlman (DPI), Julie Pohlman (UW System), Rebecca Scherer (MCLS), Bradley Shipps (OWLS), Clairellyn Sommersmith (WLS), Tracy Vreeke (NFLS)

ABSENT: Kristen Anderson (WRLS), Riti Grover (MLS), Jamie Matczak (WVLS), Steve Ohs (PLLS), Dave Reinders (WRLS), Shannon Schultz (SCLS), Marla Sepnafski (WVLS)

PROJECT MANAGERS: Melody Clark (WiLS), Rebecca Rosentiel (WiLS)

The meeting started at: 9:00 am

1. 8:30am (Optional) Tour of Neenah Public Library's Delivery/Sorting Operations

In-person attendees were invited to a tour of Neenah Public Library's delivery and sorting operations, led by Clairellyn Sommersmith and Neenah Public Library's Lisa Laux-Robak.

2. Review Agenda - Changes or Additions

There were no changes or additions.

3. Updates and Announcements

a. Statewide Delivery Volume Counts: Fall Collection Period

Link: [Statewide Delivery Volume Counts - Fall 2025](#)

The Fall 2025 collection period is scheduled for October 27th - November 23rd.

Discussion: R. Rosentiel noted that the Fall collection period will run similarly to previous collection periods: Workgroup members and System Directors are responsible for coordinating with their libraries on data collection. A reminder will be sent out closer to the start of the Fall collection period, and data should be entered before the end of December.

Also as a reminder, any systems that haven't added their Summer Collection Period counts to the [Summer 2025 spreadsheet](#) are asked to do so as soon as possible.

WPLC Delivery Workgroup Resources

- [Statewide Delivery Document Repository](#)
- Statewide Delivery Email Listserv: wi-lib-delivery@lists.wplclists.info
- [Statewide Delivery Cost and Volume Count Sheets](#)
- [Delivery Counts Summary](#) (Data Visualizations)



b. Reminder: Monthly Delivery Statistics Pilot

At the April 2025 meeting, SCLS presented the statistics that are collected daily. The group was interested in collecting similar delivery data on a larger scale, piloting SCLS' processes with a small system first. If any systems are interested in piloting a daily data collection, reach out to Corey Baumann for details, resources, and information.

C. Bauman noted that SCLS drivers go out with clipboards and note volume for their delivery and those numbers manually get added into a spreadsheet. They would like to have drivers work with an iPad mini and use the libraries' wireless to access a document to update data when they stop. WLS and SWLS also do paper tracking.

It was asked for those with vendors, if they had an app or software for that. WALTCO has talked about barcoding every tub and then scanning each tub. This could potentially cost more as well.

It was noted that using technology would allow for libraries to know how many bins to expect.

SCLS has a connection with SWLS in Dodgeville and they were going to use an iPhone to track bins. Need to set something up that is more user friendly.

B. Larson asked if the purpose of the stats is to track quantity and/or is the purpose to assess/anticipate load needs or to track in case something goes missing? SCLC tracks so they know how to plot out their delivery operations. Tracking is the next level that is helpful for delivery and for the libraries to manage delivery better. This information can also be used to determine scale when thinking about the future and new vendors/routes.

It was asked how frequently is the data being used to make decisions and is it valuable to collect every day. C. Baumann noted smaller delivery operations would be quicker to gather that information than larger. At SCLS, their data collector will take two weeks worth of data at once and take about 1 ½ hours to manually update. But they feel the collection is worth the effort. The drivers will also make notes for exceptions and issues which is helpful to make corrections for future use. However, a lot of data collected goes nowhere, but on the whole, it is useful.

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4. Discussion Items

a. ***Intersystem Delivery Best Practices & Service Standards Document: Updated Draft Review & § Service Sustainability Discussion***

Document: [Intersystem Delivery Best Practices & Service Standards \(Draft\)](#) - Markup Copy
[Intersystem Delivery Best Practices & Service Standards \(Draft\)](#) - Clean Copy

The delivery workgroup has been reviewing and revising the [2022 Delivery Standards](#) document. Project Managers have made updates to sections I and II based on the workgroup's feedback. Additionally, the group decided to work through subsections under *Service Sustainability* as a large-group over the next few meetings.

R. Rosenstiel reviewed the updates that were made to the first two sections, *Communication* and *Delivery Quality Standards*, and asked if there were any questions or further edits to these sections.

B. Larson just finished their RFP for their delivery service and would have found this document useful. For the Delivery Quality standards, section B. she suggests adding If library materials are stored in a van overnight, the van should be kept in a secure location. The doc feels like expectations for delivery service, like a contract or MOU, would like to see it include expectations for member libraries.

B. Shipps noted that OWLS does have a local document that gets shared with the member libraries.

It was noted that the document is to help support libraries/systems contracting delivery services. It was asked if there should be a section "for vendors" and "for libraries." It was asked if IV. D should be removed from the document. It was agreed to keep the topic but clarify that vendors should have a procedure for libraries when loss or damage occurs.

It was noted that the purpose of the document is to provide expectations that systems can use for working with vendors, creating RFPs, and MOUs; to ensure that delivery is meeting a base across the state.

Systems were asked to share their member library guidelines.

It was suggested to remove the Service Sustainability section from the document. The group agreed that those should be retained as those topics are important and should be included.

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At the next meeting, the group will focus on the Service Sustainability section and determine what should be retained and what should be fleshed out.

5. Member Sharing

There was no time for workgroup members to share any ideas or challenges.

6. (Optional) Tour of Oshkosh Public Library Delivery Operations

In-person attendees were invited to travel to Oshkosh for a tour of Winnefox's / Oshkosh Public Library's delivery operations, led by Clairellyn Sommersmith.

Meeting ended at: 10:08 am

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